

SAMSUNG

SM-W700

SM-W703

SM-W707

SM-W708

SM-W708Y

User Manual

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Basics

Read me first

Please read this manual before using the device to ensure safe and proper use.

- Descriptions are based on the device's default settings.
- Some content may differ from your device depending on the region, service provider, model specifications, or device's software.
- Content (high quality content) that requires high CPU and RAM usage will affect the overall performance of the device. Apps related to the content may not work properly depending on the device's specifications and the environment that it is used in.
- Samsung is not liable for performance issues caused by apps supplied by providers other than Samsung.
- Samsung is not liable for performance issues or incompatibilities caused by edited registry settings or modified operating system software. Attempting to customise the operating system may cause the device or apps to work improperly.
- Software, sound sources, wallpapers, images, and other media provided with this device are licensed for limited use. Extracting and using these materials for commercial or other purposes is an infringement of copyright laws. Users are entirely responsible for illegal use of media.
- You may incur additional charges for data services, such as messaging, uploading and downloading, auto-syncing, or using location services depending on your data plan. For large data transfers, it is recommended to use the Wi-Fi feature.
- Default apps that come with the device are subject to updates and may no longer be supported without prior notice. If you have questions about an app provided with the device, contact a Samsung Service Centre. For user-installed apps, contact service providers.
- Modifying the device's operating system or installing softwares from unofficial sources may result in device malfunctions and data corruption or loss. These actions are violations of your Samsung licence agreement and will void your warranty.
- Depending on the region, you can view the regulatory information on the device. To view the information, tap  → **Settings** → **Extras** → **Galaxy Settings** → **Legal information** → **Regulatory information**.

Instructional icons



Warning: situations that could cause injury to yourself or others



Caution: situations that could cause damage to your device or other equipment



Notice: notes, usage tips, or additional information

Package contents

Check the product box for the following items:

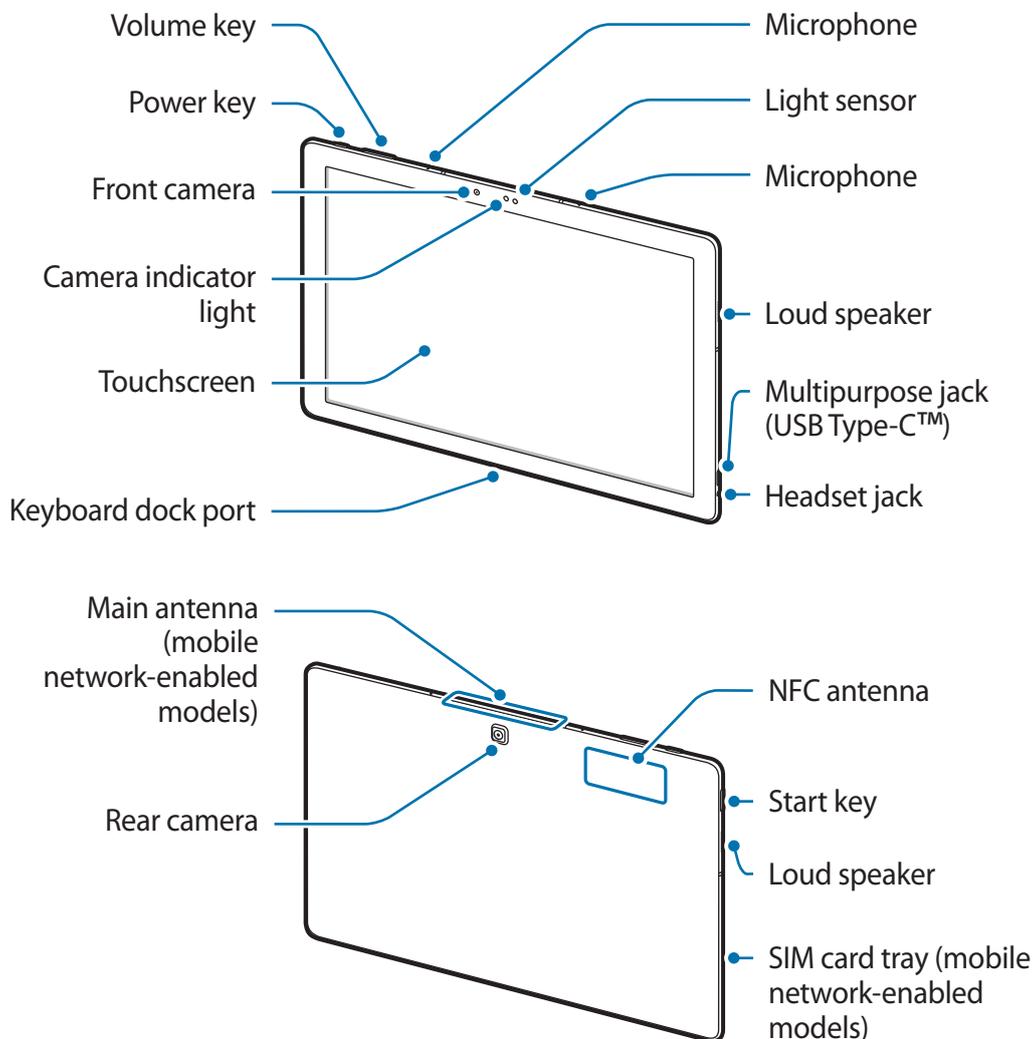
- Device
- Keyboard Cover
- Quick start guide



- The items supplied with the device and any available accessories may vary depending on the region or service provider.
- The supplied items are designed only for this device and may not be compatible with other devices.
- Appearances and specifications are subject to change without prior notice.
- You can purchase additional accessories from your local Samsung retailer. Make sure they are compatible with the device before purchase.
- Use only Samsung-approved accessories. Using unapproved accessories may cause the performance problems and malfunctions that are not covered by the warranty.
- Availability of all accessories is subject to change depending entirely on manufacturing companies. For more information about available accessories, refer to the Samsung website.

Device layout

Device



The device and the Keyboard Cover contain magnets. The American Heart Association (US) and the Medicines and Healthcare Products Regulatory Agency (UK) both warn that magnets can affect the operation of implanted pacemakers, cardioverters, defibrillators, insulin pumps or other electro medical devices (collectively, “Medical Device”) within the range of 15 cm (6 inches). If you are a user of any of these Medical Devices, **DO NOT USE THIS DEVICE AND THE KEYBOARD COVER UNLESS YOU HAVE CONSULTED WITH YOUR PHYSICIAN.**



Do not store your device and the Keyboard Cover near magnetic fields. Magnetic stripe cards, including credit cards, phone cards, passbooks, and boarding passes, may be damaged by magnetic fields.

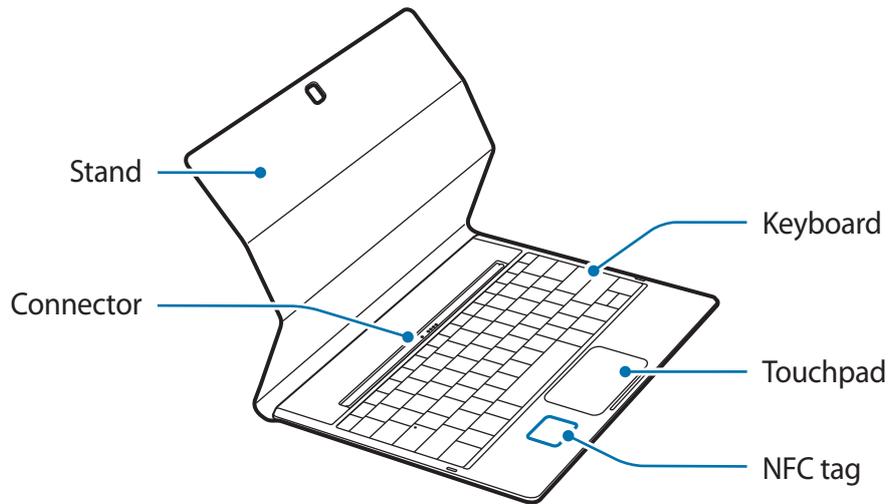


- Connectivity problems and battery drain may occur in the following situations:
 - If you attach metallic stickers on the antenna area of the device
 - If you attach a device cover made with metallic material to the device
 - If you cover the device's antenna area with your hands or other objects while using certain features, such as calls or the mobile data connection
- Using a Samsung-approved screen protector is recommended. Unapproved screen protectors may cause the sensors to malfunction.
- Do not allow water to contact the touchscreen. The touchscreen may malfunction in humid conditions or when exposed to water.

Keys

Key	Function
 Power	<ul style="list-style-type: none"> • Press and hold to turn the device on or off. • Press to turn on or lock the screen.
 Start	<ul style="list-style-type: none"> • Press to open the Start menu.
 Volume	<ul style="list-style-type: none"> • Press to adjust the device volume.

Keyboard Cover



Do not remove keycaps from the keyboard. Doing so may damage the keyboard and the keycaps.



The function of the NFC tag may differ depending on the model and region.

Battery

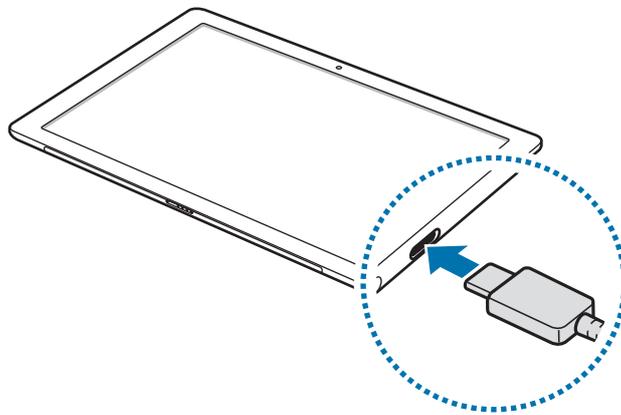
Charging the battery

Charge the battery before using it for the first time or when it has been unused for extended periods.



Use only Samsung-approved chargers, batteries, and cables. Unapproved chargers or cables can cause the battery to explode or damage the device.

- 1 Connect the USB cable to the USB power adaptor, and then plug the end of the USB cable into the multipurpose jack.



Connecting the charger improperly may cause serious damage to the device. Any damage caused by misuse is not covered by the warranty.

- 2 Plug the USB power adaptor into an electric socket.

3 After fully charging, disconnect the device from the charger. First unplug the charger from the device, and then unplug it from the electric socket.



To save energy, unplug the charger when not in use. The charger does not have a power switch, so you must unplug the charger from the electric socket when not in use to avoid wasting power. The charger should remain close to the electric socket and easily accessible while charging.

Viewing the remaining charging time

While charging, on the taskbar, tap  → **Settings** → **System** → **Battery saver**.



The actual charging time may vary depending on the status of your device and the charging conditions. The remaining charging time may not be displayed when you charge the device in very cold or very hot conditions.

Reducing the battery consumption

Your device provides various options that help you conserve battery power.

- When you are not using the device, switch to sleep mode by pressing the Power key.
- Activate battery saver mode.
- Close unnecessary apps.
- Deactivate the Bluetooth feature when not in use.
- Deactivate the Wi-Fi feature when not in use.
- Deactivate auto-syncing of apps.
- Decrease the backlight time.
- Decrease the screen brightness.

Battery charging tips and precautions

- Use the charger supplied with the device. It may take longer to charge the battery if you use other chargers.
- When the battery power is low, the battery icon appears empty.
- If the battery is completely discharged, the device cannot be turned on immediately when the charger is connected. Allow a depleted battery to charge for a few minutes before turning on the device.
- If you use multiple apps at once, network apps, or apps that need a connection to another device, the battery will drain quickly. To avoid losing power during a data transfer, always use these apps after fully charging the battery.
- Using a power source other than the USB power adaptor, such as a computer, may result in a slower charging speed due to a lower electric current.
- The device can be used while it is charging, but it may take longer to fully charge the battery.
- If the device receives an unstable power supply while charging, the touchscreen may not function. If this happens, unplug the charger from the device.
- While charging, the device and the charger may heat up. This is normal and should not affect the device's lifespan or performance. If the battery gets hotter than usual, the charger may stop charging.
- If the device is not charging properly, take the device and the charger to a Samsung Service Centre.

Battery saver

Save the battery power by limiting the device's functions.

On the taskbar, tap  → **Settings** → **System** → **Battery saver**, and then tap the **Battery saver is currently:** switch to activate it.

To automatically activate battery saver mode when the remaining battery power reaches the preset level, tap **Battery saver settings** and select an option.

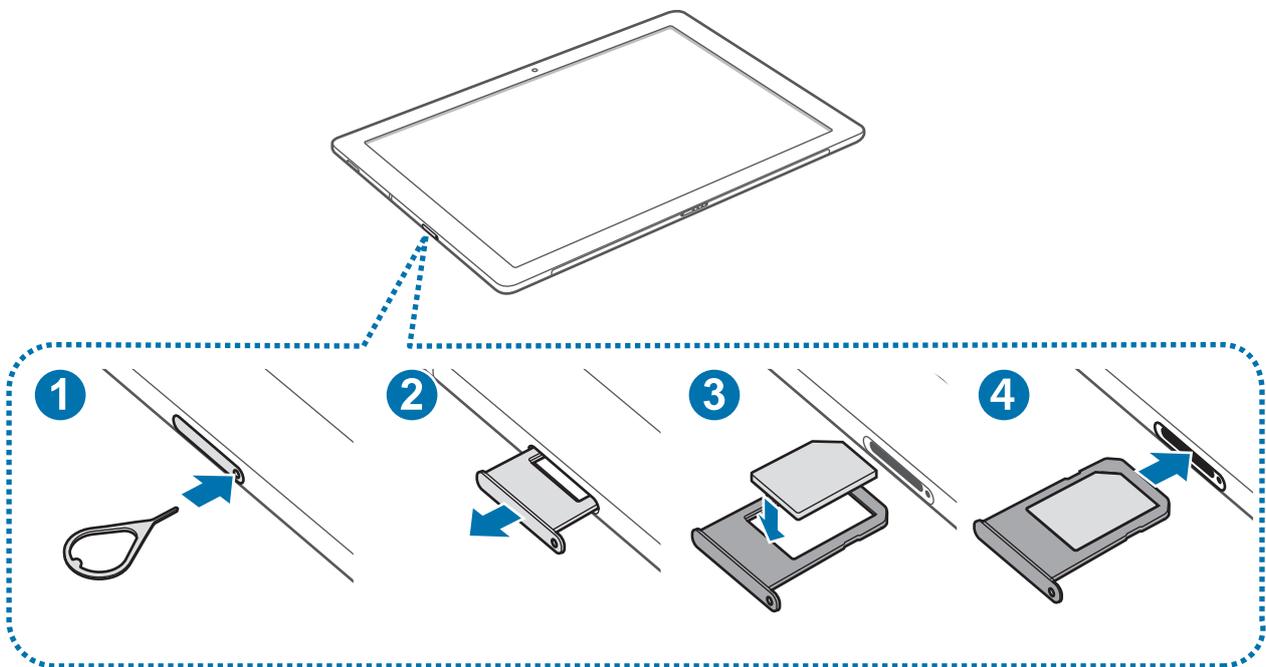
SIM or USIM card (mobile network-enabled models)

Installing the SIM or USIM card

Insert the SIM or USIM card provided by the mobile telephone service provider.



- Only nano-SIM cards work with the device.
- Some LTE services may not be available depending on the service provider. For more information about service availability, contact your service provider.



1 Insert the ejection pin into the hole on the SIM card tray to loosen the tray.



Ensure that the ejection pin is perpendicular to the hole. Otherwise, the device may be damaged.

2 Pull out the SIM card tray gently from the SIM card tray slot.

3 Place the SIM or USIM card on the SIM card tray with the gold-coloured contacts facing downwards.



Use caution not to lose or let others use the SIM or USIM card. Samsung is not responsible for any damages or inconveniences caused by lost or stolen cards.

4 Insert the SIM card tray back into the SIM card tray slot.



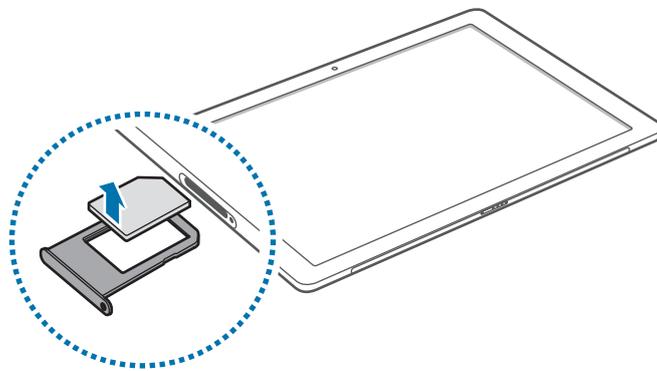
Carefully insert the SIM card tray to prevent the SIM card from leaving or falling out of the tray.

Removing the SIM or USIM card

1 Insert the ejection pin into the hole on the SIM card tray to loosen the tray.

2 Pull out the SIM card tray gently from the SIM card tray slot.

3 Remove the SIM or USIM card.



4 Insert the SIM card tray back into the SIM card tray slot.

Turning the device on and off

Press and hold the Power key for a few seconds to turn on the device.



Before turning on your device for the first time, you must connect the device to a power supply.

When you turn on your device for the first time or after performing a data reset, follow the on-screen instructions to set up your device.

To turn off the device, tap  → **Power** → **Shut down**. In Tablet mode, tap  → **Shut down**. Alternatively, press and hold the Power key until **Slide to shut down your PC** appears, and then drag the screen downwards.



Follow all posted warnings and directions from authorised personnel in areas where the use of wireless devices is restricted, such as aeroplanes and hospitals.

Restarting the device

If your device is frozen and unresponsive, press and hold the Power key for more than 10 seconds until the device turns off. Then, press and hold the Power key again to restart it.

Keyboard Cover

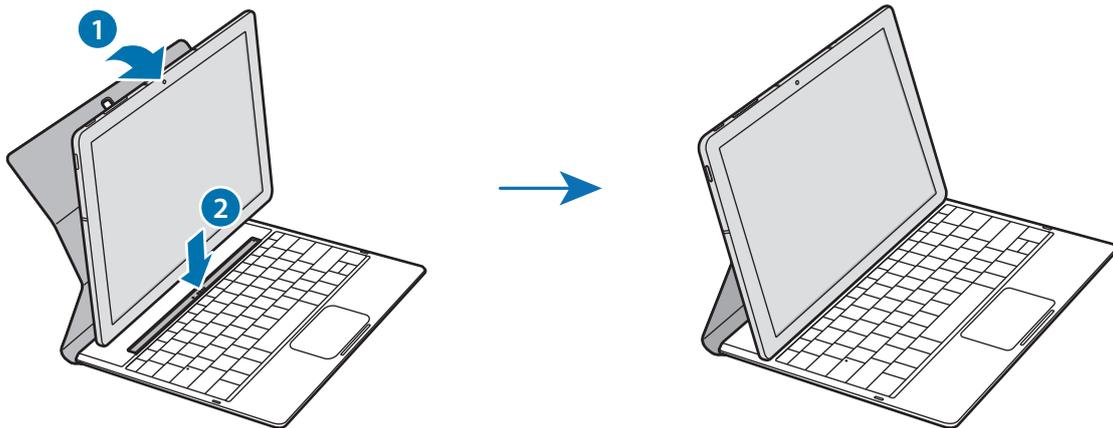
Introduction

Connecting the device to the Keyboard Cover allows you to use a traditional keyboard and touchpad. The touchpad has two click buttons so you can use the touchpad like a mouse. You can also stand your device upright using the stand on the Keyboard Cover.

When you close the Keyboard Cover, your device will enter sleep mode. When you open the cover and set the device in position using the stand, the touchscreen will turn on. To change the settings, tap  → **Settings** → **System** → **Power & sleep** → **Additional power settings** → **Choose what closing the lid does**, and then configure the **When I close the lid:** settings.

Connecting the Keyboard Cover

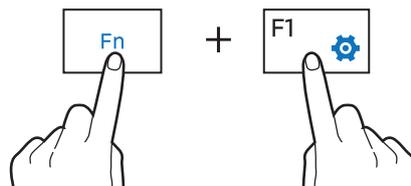
- 1 Attach the device to the stand.
Ensure that the rear camera is correctly aligned with the camera hole in the stand.
- 2 Connect the keyboard dock port at the bottom of the device to the connector on the keyboard, and then set the device in position.



Hot keys

Use hot keys to easily use features and change settings, such as brightness and volume.

To use hot keys, simultaneously press and hold the **Fn** key and press a hot key.



If you lock the **Fn** key, you can use hot keys without pressing the **Fn** key. To lock the **Fn** key, tap the **Fn Lock** key.

The **Fn Lock** key will automatically unlock when you reconnect the device and the Keyboard Cover.

Hot key functions

Key/Icon	Function
F1 	• Launch Settings .
F2 	• Adjust the brightness of the display.
F3 	
F4 	• Change the display mode when an external display is connected to the device.
F5 	• Lock or unlock the touchpad.
F6 	• Mute or unmute the audio.
F7 	• Adjust the volume.
F8 	
F9 	• Open the search box.
F10 	• Open the task view screen.
F11 	• Hide or show currently open windows.
F12 	• Activate or deactivate flight mode.
	• Perform the right-click function.

Touchpad

Use the touchpad to move the cursor or select items. The left and right buttons of the touchpad function the same as the left and right buttons of a mouse.

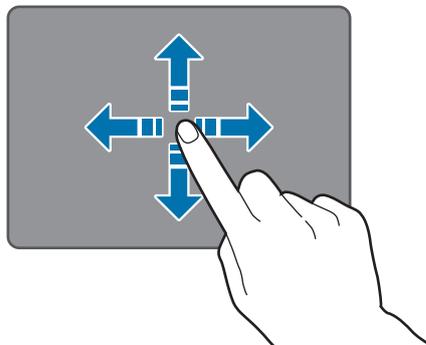


Use only your fingers on the touchpad.

Basic touchpad functions

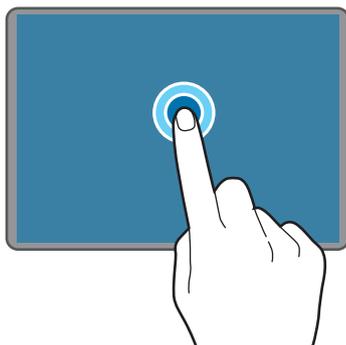
Moving

To move the cursor, move your finger on the touchpad.

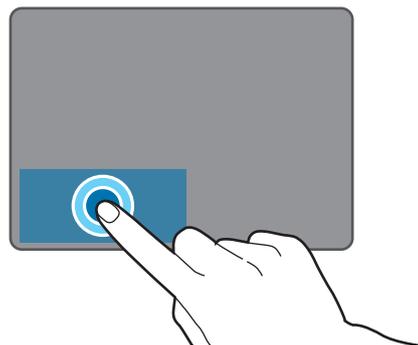


Clicking

Tap the touchpad or press the left-click button.

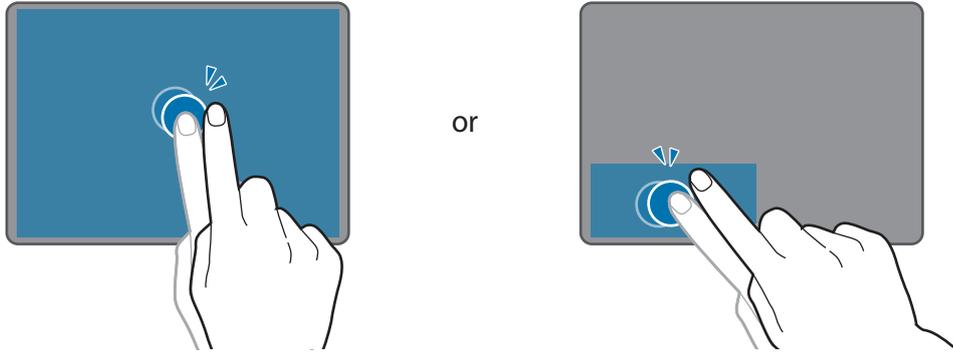


or



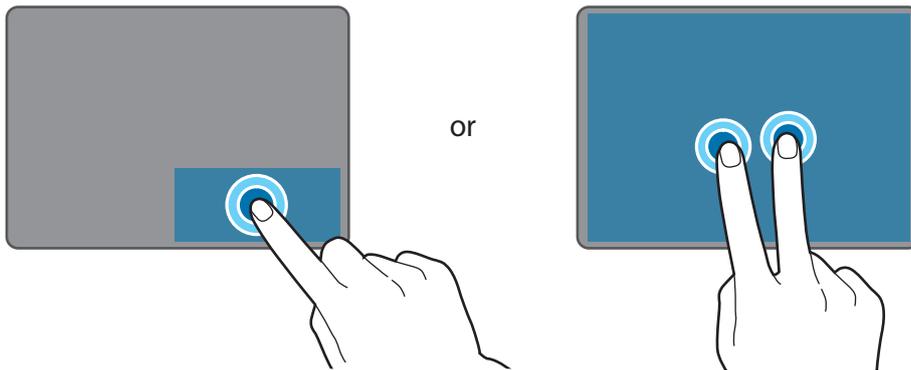
Double-clicking

Double-tap the touchpad or press the left-click button twice.



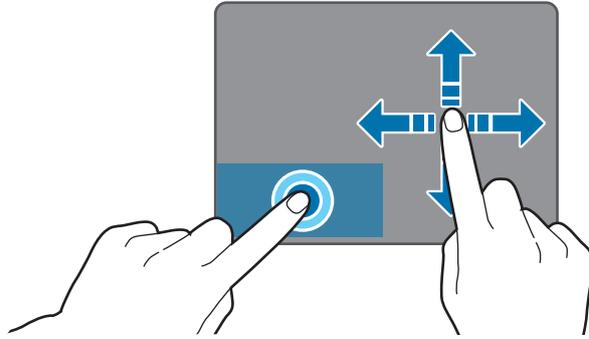
Right-clicking

Press the right-click button to perform the right-click function. Alternatively, tap the touchpad with two fingers.



Dragging

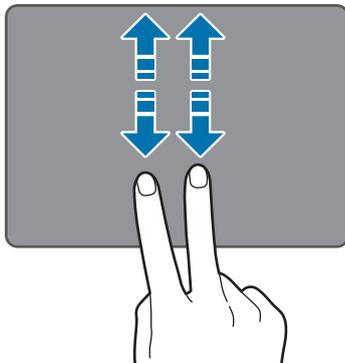
To move an item, select and drag it to the target position while pressing and holding the left-click button. Alternatively, double-tap and hold the item, and then drag it to the target position.



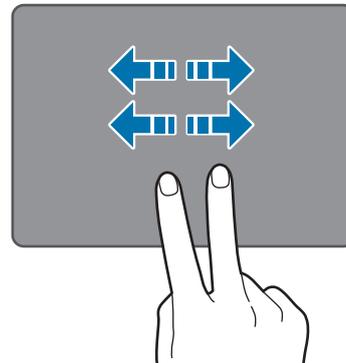
Additional functions

Swiping

To scroll up, down, left, or right to a desired location, swipe with two fingers on the touchpad.

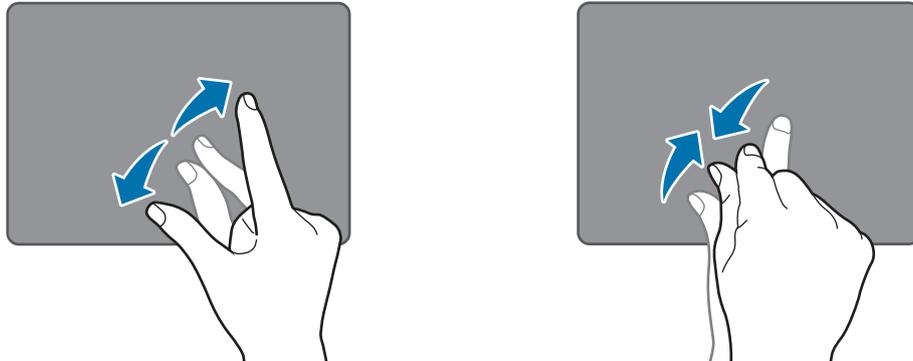


or



Spreading and pinching

Spread two fingers apart on a webpage, map, or image to zoom in a part. Pinch to zoom out.



Configuring touchpad settings

Configure touchpad settings to use the touchpad more efficiently.

Tap  → **Settings** → **Devices** → **Mouse & touchpad**, and configure the settings under **Touchpad**.

Locking and unlocking the touchpad

Press and hold the **Fn** key and press the **F5** key to lock or unlock the touchpad.

If the touchpad was locked when it was disconnected, it will still be locked when you reconnect the Keyboard Cover. To use the touchpad again, unlock it manually.

Touchscreen



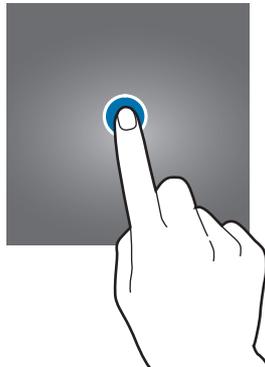
- Do not allow the touchscreen to come into contact with other electrical devices. Electrostatic discharges can cause the touchscreen to malfunction.
- To avoid damaging the touchscreen, do not tap it with anything sharp or apply excessive pressure to it with your fingertips.



- The device may not recognise touch inputs close to the edges of the screen, which are outside of the touch input area.
- Leaving the touchscreen idle for extended periods may result in afterimages (screen burn-in) or ghosting. Turn off the touchscreen when you do not use the device.
- It is recommended to use fingers when you use the touchscreen.

Tapping

To open an app, to select a menu item, to press an on-screen button, or to enter a character using the keyboard on the screen, tap it with your finger.



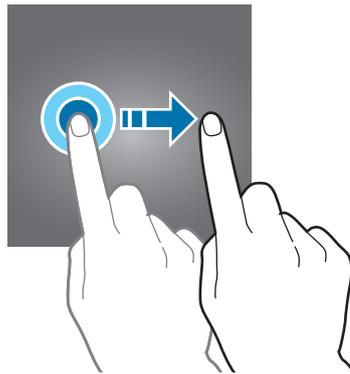
Tapping and holding

Tap and hold an item or the screen for more than 2 seconds to access available options.



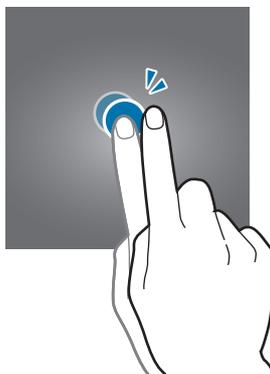
Dragging

To move an item, tap and hold it and drag it to the target position.



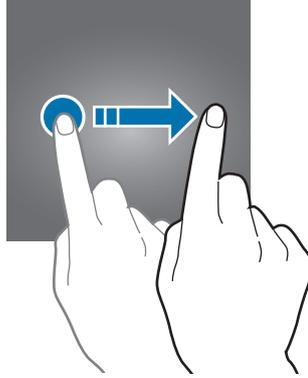
Double-tapping

Double-tap on a webpage or image to zoom in. Double-tap again to return.



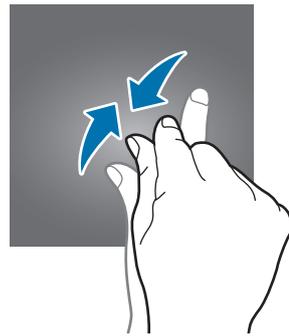
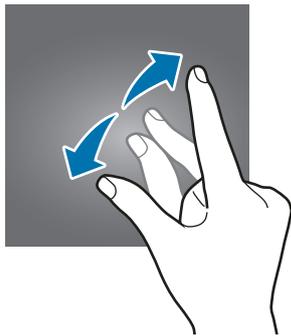
Swiping

Swipe to the left or right on the screen to scroll left or right. Swipe upwards or downwards to scroll through a webpage or a list of items.



Spreading and pinching

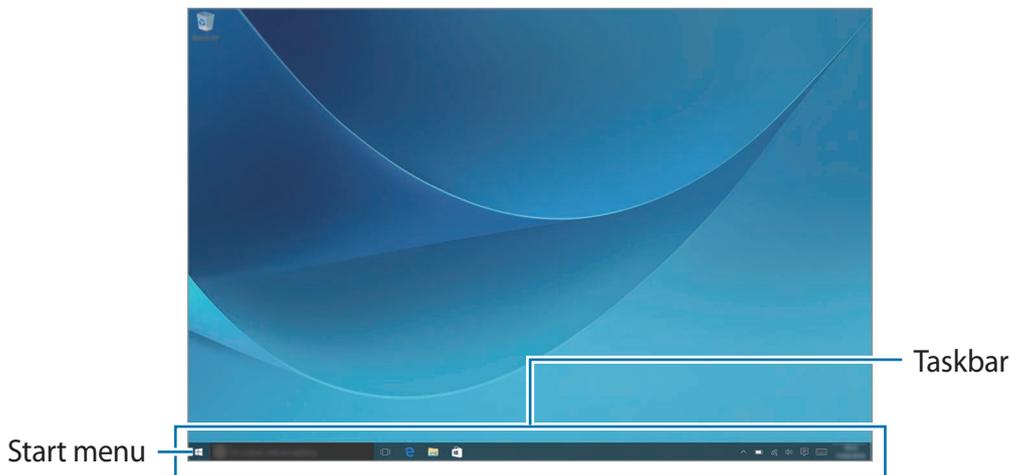
Spread two fingers apart on a webpage, map, or image to zoom in a part. Pinch to zoom out.



Start screen

Start screen

The Start screen is the starting point for accessing all of the device's features.



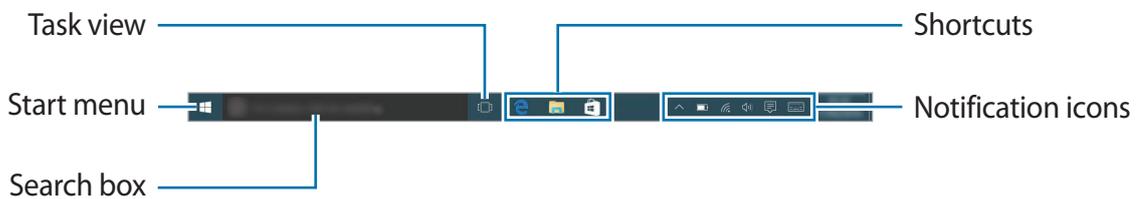
Moving and removing an item

Drag an item on the Start screen to a new location.

To remove an item, tap and hold the item, and then tap **Delete**.

Taskbar

The bottom area of the screen is the taskbar. You can access the Start menu, launch the search box, view notification icons, and more on the taskbar.



Managing shortcuts

To add a shortcut, on the taskbar, tap , tap and hold an item, tap **More** or tap  → **More**, and then tap **Pin to taskbar**.

To delete a shortcut, tap and hold a shortcut, and then tap **Unpin from taskbar**.

To move a shortcut to another location, drag it to a new location.

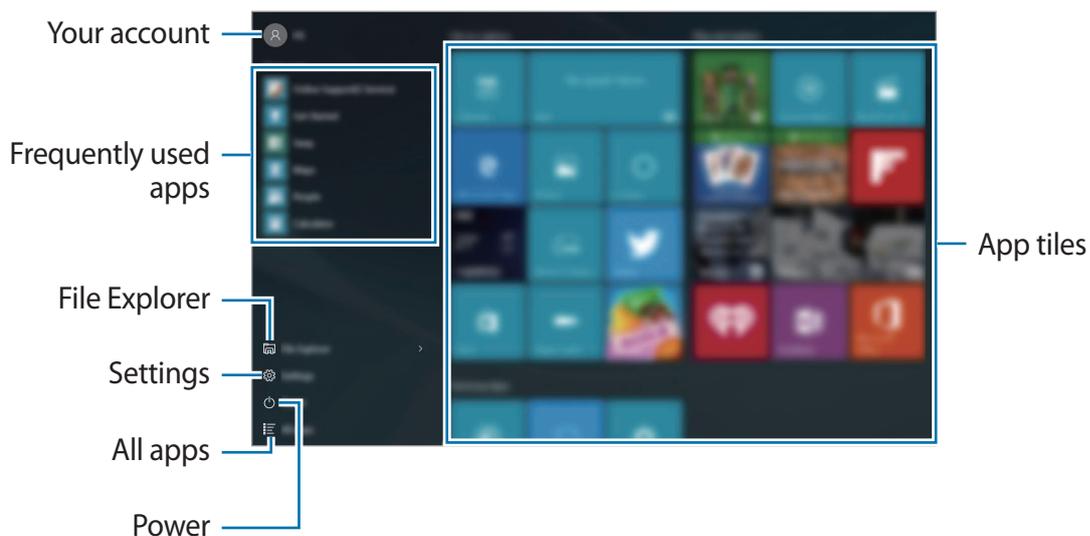
Managing notification icons

On the taskbar, tap  → **Settings** → **System** → **Notifications & actions** → **Select which icons appear on the taskbar**, and then select items to display in the notification area.

Start menu

On the taskbar, tap  to open the Start menu. Alternatively, press the Start key.

From the Start menu, you can access your frequently used apps, the **All apps** list, shortcuts to other locations on your device, and more.



Managing app tiles

You can pin your favourite apps on the app tile area.

To add more apps, tap **All apps**, tap and hold an app, and then drag it to the app tile area.

To move a tile, tap and hold a tile, and then drag it to a new location.

To adjust the size of a tile, tap and hold a tile, and then tap  → **Resize**.

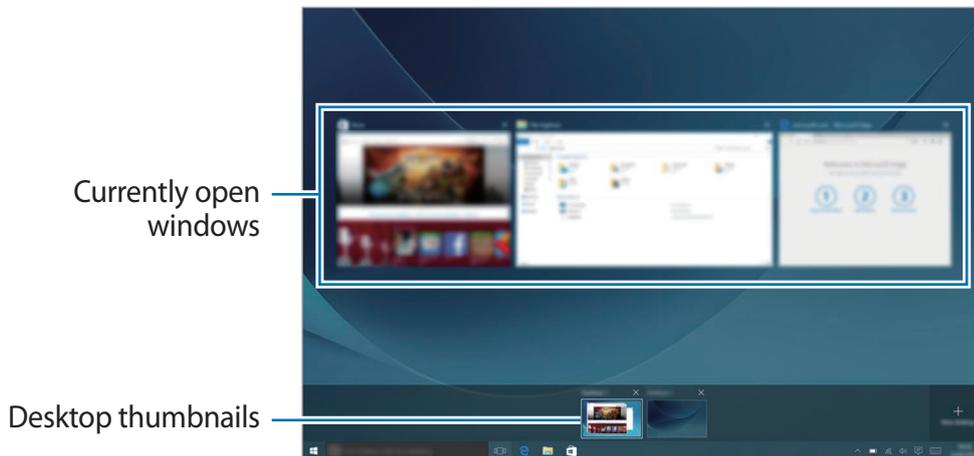
To delete a tile, tap and hold a tile, and then tap .

Virtual desktop

Virtual desktop allows you to work on various tasks simultaneously from multiple desktops. You can use different desktops for a variety of purposes.

On the taskbar, tap [□]. Alternatively, swipe from the left edge of the screen.

If you have added desktops, the desktop thumbnails will appear at the lower part of the screen. Select a thumbnail to activate the desktop.



Adding desktops

On the desktop thumbnails list, tap **New desktop**.

Deleting desktops

On the desktop thumbnails list, tap ✕ on a desktop.

Moving windows to another desktop

- 1 Tap [□] to view the current desktop's open windows.
To view the open windows of other desktops, tap and hold a desktop thumbnail.
- 2 Tap and hold a window to move, and then tap **Move to**.
- 3 Select a desktop to move the window.

Switching to tablet mode

You can switch between PC mode and tablet mode. In Tablet mode, the full Start menu screen will be the Start screen. Switching to tablet mode makes the device more touch-friendly.

To switch to tablet mode, on the taskbar, tap  → **Tablet mode**. Alternatively, Swipe from the right edge of the screen towards the centre of the screen, then tap **Tablet mode**.

To return to PC mode, tap **Tablet mode** again.

Lock screen

Pressing the Power key turns off the screen and locks it. Also, the screen turns off and automatically locks if the device is not used for a specified period.

To unlock the screen, press the Power key and drag the locked screen upwards.

You can change the way that you lock the screen to prevent others from accessing your personal information.

On the taskbar, tap  → **Settings** → **Accounts** → **Sign-in options**, and then select a screen lock method. The device requires an unlock code whenever unlocking it.



- If the unlock code is forgotten, take the device to a Samsung Service Centre to reset it.
- You must sign in to your Microsoft account or add a password before you can use the other lock methods.

Password

A password consists of characters or numbers. Enter a password, enter the password again to verify it, and then enter a password hint.

If you have signed in to your Microsoft account, your account password will be set as the password automatically.

PIN

A PIN consists of numbers only. Enter at least four numbers, and then enter the password again to verify it.

Picture password

A password consists of circles, straight lines, and taps. Select an image and draw on the image to create gestures.

Pattern Log-in

To unlock the screen using a pattern, on the taskbar, tap  → **Settings** → **Extras** → **Galaxy Settings** → **Pattern Log-in**, and then tap the switch to activate it.

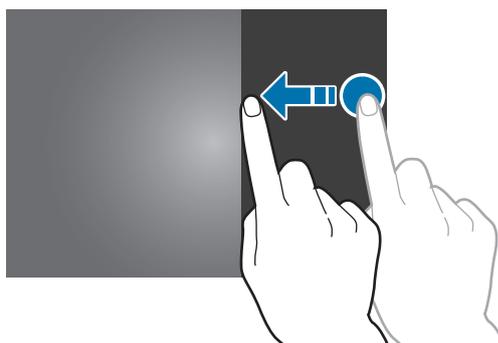
Draw a pattern by connecting four dots or more, and then draw the pattern again to verify it.

ACTION CENTRE

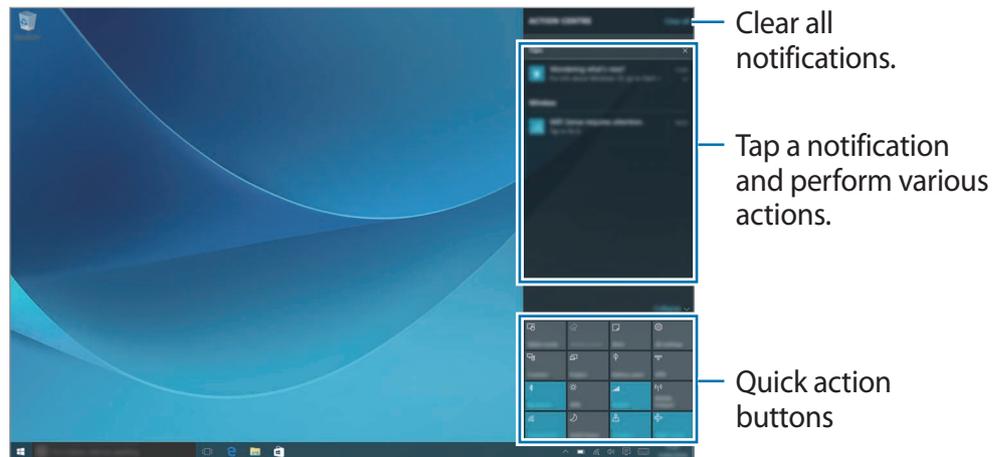
Using the action centre

You can view new notifications from Windows and apps, and use quick action buttons. Quick action buttons allow you to easily adjust frequently used settings, such as activating Wi-Fi.

To open the action centre panel, on the taskbar, tap . Alternatively, swipe from the right edge of the screen.



You can use the following functions on the action centre panel.



Using quick action buttons

Tap quick action buttons to activate certain features. To view more detailed settings, tap and hold a button, and then tap **Go to settings**.

You can change the top four buttons. On the taskbar, tap  → **Settings** → **System** → **Notifications & actions**, and then change quick action buttons under **Choose your quick actions**.

Screen mirroring

View your device's displayed content on a larger screen via a wireless connection.

If a large screen, such as a TV, does not support the Screen mirroring feature, use compatible accessories to enable the feature. Compatible accessories include HomeSync and an AllShare Cast dongle.

- 1 On the TV, activate the screen mirroring feature.
- 2 On the action centre panel, tap **Connect**.
The detected devices are listed.

3 Select a device to connect to.

Your device's screen appears on the TV screen.

4 Open or play a file, and then control the display with the keys on your device.



- This feature may not be available depending on the region or service provider.
- For more information about connecting your device and the large screen, refer to the user manual for the large screen or the Screen mirroring-enabled accessory.
- Some files may be buffered during playback, depending on the network connection.
- If you specify a Wi-Fi frequency, AllShare Cast dongles or HomeSync may not be detected or connected.

Search box

Search for a wide variety of content on the device or web with a keyword.

Tap the search box on the taskbar and enter a keyword in the search field.

To search for files, apps, settings, and more in your device and your **OneDrive**, tap **My stuff**.

Cortana

If **Cortana** is supported in your region, it will launch when you tap the search box. **Cortana** will help you find things on your device, manage your schedules, and more. Enter a keyword or question into the search field to search for something, set a reminder, and more.



- This feature may not be available depending on the region and language settings.

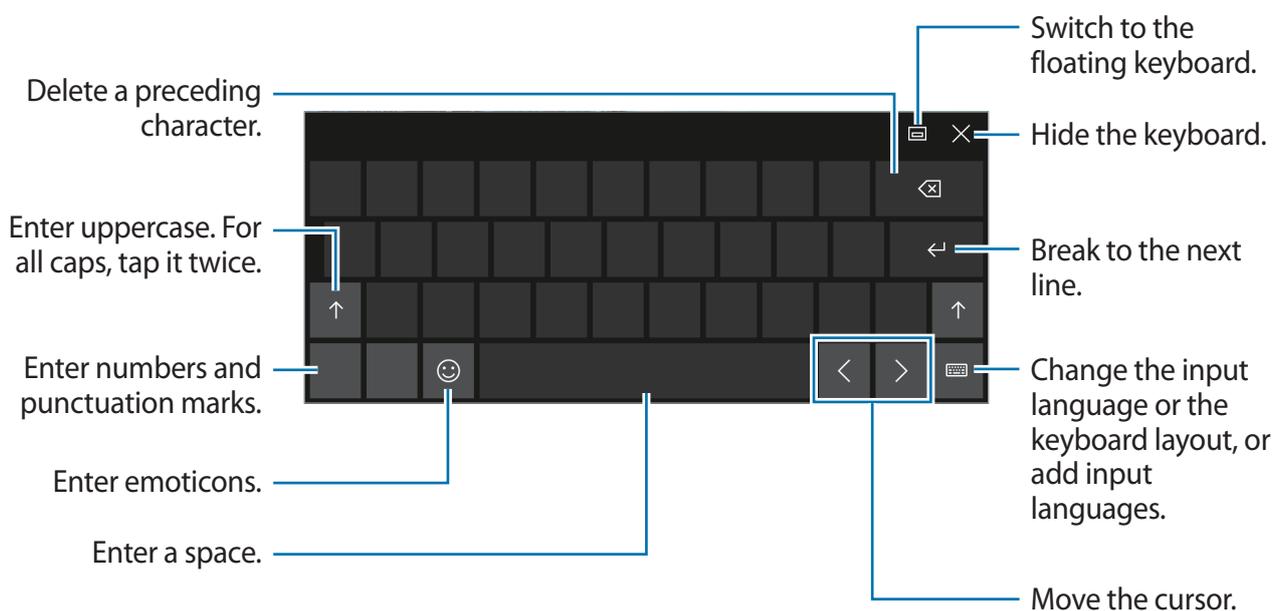
Entering text

Using the on-screen keyboard

In tablet mode, the on-screen keyboard appears automatically when you enter text to send emails, create notes, and more. To use the on-screen keyboard in PC mode, on the taskbar, tap .



Text entry is not supported in some languages. To enter text, you must change the input language to one of the supported languages.



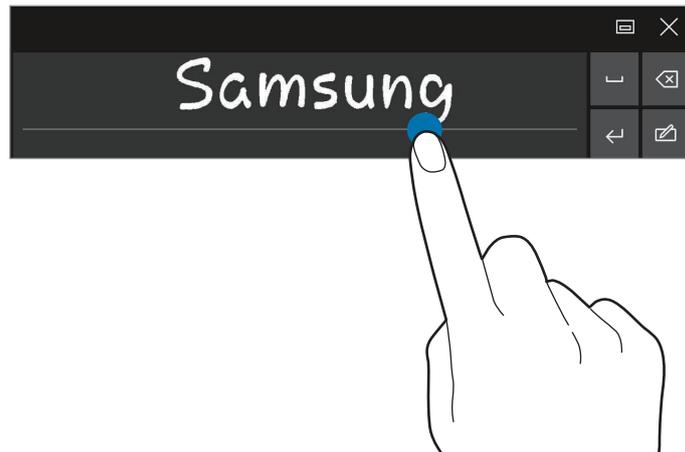
Changing the input language

Tap  → **Language preferences** → **Add a language**, and then select a language to add. When you add languages, you can select other input languages by tapping .

Additional keyboard functions

Tap  to use various functions.

-  : Switch to the default keyboard.
-  : Switch to the floating split keyboard. You can move the keyboard to another location by dragging the keyboard.
-  : Switch to handwriting mode.



This feature may not be available depending on the region or service provider.

-  : Switch to the standard keyboard. If this feature is not activated, on the taskbar, tap  → **Settings** → **Devices** → **Typing** and tap the **Add the standard keyboard layout as a touch keyboard option** switch to activate it.

Copying and pasting

- 1 Drag your finger across text to select it.
- 2 Tap and hold the text to display the options.
- 3 Tap **Copy** or **Cut**.
The selected text is copied to the clipboard.
- 4 Tap and hold where the text is to be inserted and tap **Paste**.

Using the Keyboard Cover

When your device is connected to the Keyboard Cover, you can enter text using the traditional keyboard. Refer to [Keyboard Cover](#) for more information.

Screen capture

Capture a screenshot while using the device.

Press and hold the Start key and the Volume Down key simultaneously. You can view captured images in the **This PC** → **Pictures** → **Screenshots** folder.



It is not possible to capture a screenshot while using some apps and features.

Opening apps

On the taskbar, tap  → **All apps**, and then select an app icon to open it.

To open an app from the task view screen, on the taskbar, tap [, and then select a window.

Closing an app

Tap  at the top of the app window to close it.

Split screen view

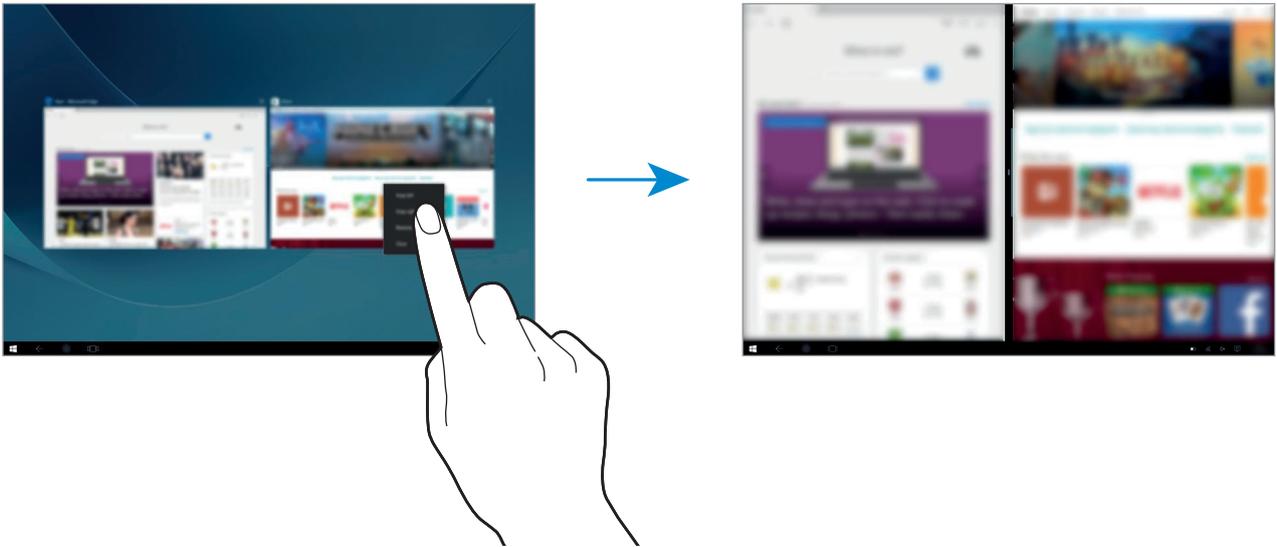
In tablet mode, you can open two windows at the same time in the split screen view by selecting windows from the task view screen.



Some apps may not support this feature.

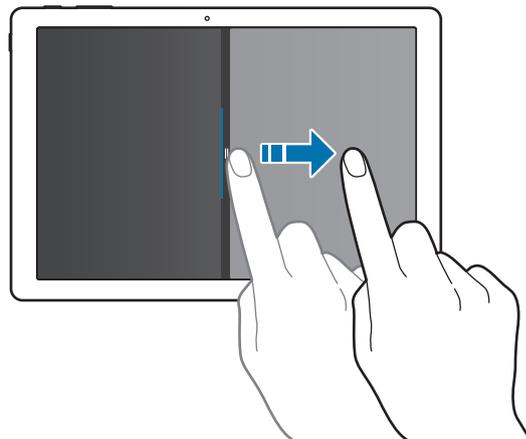
- 1 On the taskbar, tap [, to view currently open windows. Alternatively, swipe from the left edge of the screen.

2 Tap and hold a window and select **Snap left** or **Snap right**.



Adjusting the window size

Drag the handle between the windows left or right to adjust the size of the windows.



Device and data management

Updating the device

Keep the device up to date by downloading and installing updates, such as service packs and patches, for the operating system and other Microsoft apps.

The device is set to download and install updates automatically. To check for available updates manually, on the taskbar, tap  → **Settings** → **Update & security** → **Windows Update** → **Check for updates**.

Samsung Update

Update Samsung apps, drivers, and more on the device easily.

On the taskbar, tap  → **All apps** → **Samsung** → **Samsung Update**. Refer to [Samsung Update](#) for more information.

Backing up and restoring data

Keep your personal information, app data, and settings safe on your device using **Samsung Recovery**. Refer to [Samsung Recovery](#) for more information.

Performing a data reset

Delete all settings and data on the device. Before performing a factory data reset, ensure you back up all important data stored on the device. Refer to [Backing up the current system](#) and [Restoring to factory default](#) for more information.

InstantGo (Connected standby)

InstantGo (Connected standby) is a low-power mode that allows the device to maintain network connectivity. When the screen turns off, the device will enter connected standby mode.

While the device is in connected standby mode, the device can still sync content, such as emails, from the cloud and run background apps. It also allows the device to wake from sleep instantly, faster than the traditional sleep and hibernation states.



Connected standby consumes more battery power than the traditional sleep mode. To disable this feature, tap  → **Settings** → **System** → **Power & sleep** → **Additional power settings** → **Choose what the power button does**, and then set the **When I press the power button:** and the **When I close the lid:** settings to **Hibernate**.

Applications

Installing or uninstalling apps

Store

Purchase and download apps.

On the taskbar, tap . Alternatively, on the taskbar, tap  → **All apps** → **Store**.



For service requests for apps provided by third-party providers, contact the provider. If you contact a Samsung Service Centre, troubleshooting actions in response to service requests may have limitations depending on the app.

Installing apps

Browse apps by category or tap the search field to search for a keyword.

Select an app to view information about it. To download free apps, tap **Free**. To purchase and download apps where charges apply, tap the price and follow the on-screen instructions.



To change the auto update settings, tap  → **Settings**, and then tap the **Update apps automatically when I'm on WiFi** or the **Update apps automatically** switch to activate or deactivate it.

Uninstalling apps



Some apps cannot be uninstalled.

1 On the taskbar, tap  → **All apps**.

2 Tap and hold an app, and then tap **Uninstall**.

Some apps will automatically move to the **Uninstall or change a program** screen. Tap and hold an app, tap **Uninstall**, and then follow the on-screen instructions to uninstall the app.

3 Tap **Uninstall**.

Scrap Box

Capture a screenshot while using the device. You can share or edit captured images.

Capturing screenshots

- 1 When there is content you want to capture, on the taskbar, tap  → **All apps** → **Scrap Box**.
- 2 Tap .
- 3 Drag  to select the content you want, and then tap **Done**.
To auto fit the frame around the content you want, tap **Auto-fit**.
- 4 Use tools to edit the image and tap  to save it.

Managing captured images

On the Scrap Box screen, you can share images, upload them to **OneDrive**, or delete them. Tap , tick images, and then use the following options:

-  : Share the images with others.
-  : Upload the images to **OneDrive**.
-  : Delete the images.

To view an image, tap the image.

Samsung Update

Install and update drivers and software.

- 1 On the taskbar, tap  → **All apps** → **Samsung** → **Samsung Update**.
- 2 To check for available updates, tap **Update**.
To check for available software, tap **Recommend**.
- 3 Tick updates or software you want to install and tap **OK**.

To install all available updates and software, tap **Install & Update**.

To search for other software for your device, tap **Find Model**.

To download software setup files, tap **Save Setup Files**.

Samsung Recovery

Introduction

Back up your data and settings, and restore your device to a previously backed up point or to the factory default.



- To use this app, you must sign in to the device with an administrator account, or enter the administrator's password.
- When you restore your device, it will erase the data or apps saved after the selected backup point. Ensure you back up important data regularly.

Backing up the current system

Back up important data to an external storage device regularly to prevent restore.

- 1 Connect an external storage device.
- 2 On the taskbar, tap  → **All apps** → **Samsung** → **Samsung Recovery**.

- 3 Tap **Backup management** → **New backup**.
- 4 Enter backup information and select the external storage device.
- 5 Tap **Backup**.
- 6 When the backup start window appears, tap **Yes**.
- 7 When the backup complete window appears, tap **OK**.
When the backup is finished, the backup image will appear on the backup management screen.

Restoring the system

Restoring to factory default

Restore the device to its factory default settings. Before performing a factory data reset, ensure you back up all important data stored on the device. Refer to [Backing up the current system](#) for more information.

On the taskbar, tap  → **All apps** → **Samsung** → **Samsung Recovery** → **Factory image** → **Recover** → **Recover** → **OK**.

Restoring to a backup point

Select a backup point saved on an external storage device to restore the device to that point.

- 1 Connect the external storage device to your device.
- 2 On the taskbar, tap  → **All apps** → **Samsung** → **Samsung Recovery**.
- 3 Tap **Backup management**, select a backup image, and then tap **Recover**.
- 4 Tap **Recover**.

Online Support(S Service)

This service allows you to chat with a technical engineer via the Internet and resolve problems on your device remotely.



- This service may be limited after the expiration date.
- This service may not be available depending on the region.

- 1 On the taskbar, tap  → **All apps** → **Samsung** → **Online Support(S Service)**.
- 2 Enter a question and tap **Request**.
- 3 When you are connected with an engineer, start your consultation.

Show Window

Show Window allows you to select an area on the screen and show it in full screen mode on an external display. You can draw or highlight items on the screen using tools.

Before you use this app, you must connect the device to an external display.

Showing a selected area on an external display

- 1 Connect the device to an external display.



- You can connect an external display using a cable. Cables, such as HDMI cables, or adaptors for connecting to an external display are sold separately.
- You can also wirelessly connect the devices. Refer to [Screen mirroring](#) for more information.

- 2 On the taskbar, tap  → **All apps** → **Show Window**.

3 Tap **Start**.

A white frame for selecting an area will appear.



Start is activated only when the display mode is set to **Extend**. Press and hold the **Fn** key and press the **F4** key simultaneously, and then press the **F4** key again to select **Extend**.

4 Drag ● to select an area to show in full screen mode on the external display, and then tap **Done**.

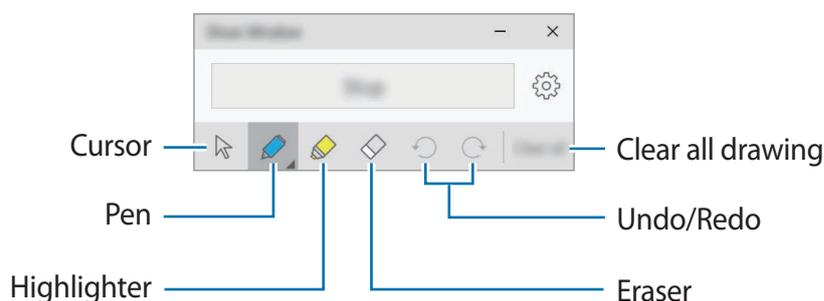
The selected area will be shown on the external display.

To fix the ratio of the selected area to the ratio of the external screen, tap ⚙️ and tap the **Fixed ratio** switch to activate it.

To stop displaying the screen, tap **Stop**.

Using tools

While showing the screen on the connected display, you can use the following tools.



While using the pen or highlighter, tap the desired icon again to change the colour or line thickness.

Setting the connection notification

You can set the device to display a notification which prompts you to use **Show Window** when an external device is connected. Tap ⚙️ and tap the **Auto launch** switch to activate it.

Settings

Introduction

Customise settings for functions and apps. You can make your device more personalised by configuring various setting options.

On the taskbar, tap  → **Settings**.

To search for settings by entering keywords, tap the search field at the top of the screen.



The available options may vary depending on the region or service provider.

System

Change the system settings.

On the Settings screen, tap **System**.

- **Display:** Change the display settings, such as the font size and the brightness of the display.
- **Notifications & actions:** Select quick action buttons to display on the action centre panel and change the notification settings.
- **Apps & features:** View and manage apps and features on the device.
- **Multi-tasking:** Change settings for multi-tasking.
- **Tablet mode:** Switch to tablet mode and change the related settings.
- **Battery saver:** View battery power information and change the power saving options.
- **Power & sleep:** Set the device's backlight timer. You can also set the Wi-Fi settings for when the device is in sleep mode.
- **Storage:** View memory information for your device and select where new apps and data are saved by default.



The actual available capacity of the internal memory is less than the specified capacity because the operating system and default apps occupy part of the memory. The available capacity may change when you update the device.

- **Offline maps:** Download maps to search for places and get directions offline and change settings for offline maps.
- **Default apps:** Select a default setting for using apps.
- **About:** Access device information and change the device name or other settings.

Devices

Change settings related to your connected devices.

On the Settings screen, tap **Devices**.

- **Printers & scanners:** Change setting to connect printers and scanners.
- **Connected devices:** Add devices and change settings for metered connections.
- **Bluetooth:** Activate or deactivate the Bluetooth feature. You can search for other Bluetooth devices and pair with them.



- Samsung is not responsible for the loss, interception, or misuse of data sent or received via Bluetooth.
- Always ensure that you share and receive data with devices that are trusted and properly secured. If there are obstacles between the devices, the operating distance may be reduced.
- Some devices, especially those that are not tested or approved by the Bluetooth SIG, may be incompatible with your device.
- Do not use the Bluetooth feature for illegal purposes (for example, pirating copies of files or illegally tapping communications for commercial purposes).
Samsung is not responsible for the repercussion of illegal use of the Bluetooth feature.

- **Mouse & touchpad:** Change the mouse and touchpad settings.
- **Typing:** Change the on-screen keyboard settings.
- **AutoPlay:** Activate or deactivate the AutoPlay feature and change related settings.
- **USB:** Set the device to notify you if there are issues when connecting to USB devices.

Network & Internet

Change the network and Internet settings.

On the Settings screen, tap **Network & Internet**.

- **WiFi:** Activate the Wi-Fi feature to connect to a Wi-Fi network and change the related settings.



- Your device uses a non-harmonised frequency and is intended for use in all European countries. The WLAN can be operated in the EU without restriction indoors, but cannot be operated outdoors.

- Turn off Wi-Fi to save the battery when not in use.

- **Flight mode:** Activate or deactivate flight mode. This disables all wireless functions on your device. You can use only non-network services.



Make sure the device is turned off during takeoff and landing. After takeoff, you can use the device in flight mode if allowed by aircraft personnel.

- **Mobile** (mobile network-enabled models): Configure your mobile network settings.



- When using the Wi-Fi feature, you should deactivate the mobile data connection. If the mobile data connection is activated, you may incur additional charges, even when the Wi-Fi feature is activated.

- To search for available mobile networks and manually connect to a network, disconnect from your current network first.

- **Data usage:** Keep track of your data usage amount.
- **Data usage** (mobile network-enabled models): Keep track of your data usage amount and customise the settings for the limitation.
- **Mobile hotspot** (mobile network-enabled models): Use the device as a mobile hotspot to share the device's mobile data connection with other devices.
- **VPN:** Set up and connect to virtual private networks (VPNs).
- **Dial-up:** Configure the dial-up settings.
- **Proxy:** Configure the proxy settings.

Personalisation

Change the display settings, such as a wallpaper, colour, and theme.

On the Settings screen, tap **Personalisation**.

- **Background:** Change the wallpaper and related settings.
- **Colours:** Change the colours of the taskbar, items on the Start menu, and more.
- **Lock screen:** Change the locked screen wallpaper and select items to show on the locked screen.
- **Themes:** Select a theme to apply and change related settings.
- **Start:** Change the settings related to the Start menu.

Accounts

Change the account settings.

On the Settings screen, tap **Accounts**.

- **Your email and accounts:** Add your Microsoft account and manage your other accounts.
- **Sign-in options:** Change the device sign-in options. You can select a screen lock method to prevent others from accessing your personal information.
- **Work access:** Add a work or school account to access to your organisation's resources, such as apps and network.
- **Family & other users:** Add additional accounts for your family members or other users to use the device with their own personalised settings.
- **Sync your settings:** Change settings to sync your settings with other devices using your Microsoft account.

Time & language

Change settings to control how the device displays the time and date, and select your country or region.

On the Settings screen, tap **Time & language**.



If the battery remains fully discharged or removed from the device, the time and date is reset.

- **Date & time:** Change the time and date settings.
- **Region & language:** Set your country or region, and add your languages.

To change the display language, tap the language you want and tap **Set as default**. Then, restart the device to apply the change.

If the language you want is not on the languages list, tap **Add a language** and select a language to add. If the required language pack is not installed, you must download it before you can change the display language. Tap the language, tap **Options**, and then tap **Download** under **Download language pack**.



You may not be able to change the display language depending on the device's software.

- **Speech:** Change the settings for the text-to-speech feature.

Ease of Access

Change settings to improve the device's accessibility.

On the Settings screen, tap **Ease of Access**.

- **Narrator:** Activate the screen reader and change the related settings. When you activate this feature, the device reads aloud all the elements on the screen, such as text and buttons.
- **Magnifier:** Activate a magnifier and change the related settings. When you activate this feature you can zoom in on the screen to view a larger version of the content.
- **High contrast:** Apply high contrast themes to the display to improve screen visibility.
- **Closed captions:** Change the caption settings.
- **Keyboard:** Change the on-screen keyboard settings.
- **Mouse:** Change the pointer and mouse settings.
- **Other options:** Change the additional accessibility settings.

Privacy

Change the privacy settings.

On the Settings screen, tap **Privacy**.

- **General:** Change the general privacy settings.
- **Location:** Change settings for location information permissions.
- **Camera:** Activate or deactivate the camera feature. Select apps to allow them to use the camera feature.
- **Microphone:** Activate or deactivate the microphones. Select apps to allow them to use the microphones.
- **Speech, inking & typing:** Set the device to collect personal information, such as contacts and recent calendar events. You can also manage your cloud settings.
- **Account info:** Set apps to access your account information. Select apps to allow them to use your account information.
- **Contacts:** Select apps to allow them to access your contacts.
- **Calendar:** Activate or deactivate the calendar app. Select apps to allow them to access the calendar app.
- **Call history:** Select apps to allow them to access your call logs.
- **Email:** Activate or deactivate the email app. Select apps to allow them to access the email app and send emails.
- **Messaging:** Activate or deactivate the messaging app. Select apps to allow them to access the messaging app and send messages.
- **Radios:** Allow apps to control radio wave technologies, such as Bluetooth, to send or receive data. Select apps to allow them to control radio wave technologies.
- **Other devices:** Change the settings for external devices, such as wireless devices or hardware.
- **Feedback & diagnostics:** Set the frequency of Windows feedback and select an option to send the device's diagnostic and usage data to Microsoft.
- **Background apps:** Select apps to run in the background and allow them to receive information, send notifications, and stay up to date, even when you are not using them.

Update & security

Change the Windows update, data backup, and device security settings.

On the Settings screen, tap **Update & security**.

- **Windows Update:** Check for available updates and update Windows to the latest version.
- **Windows Defender:** Activate the Windows Defender feature to scan for malware. You can also set the device to send security problems to Microsoft automatically.
- **Backup:** Backup your files using the File History feature.
- **Recovery:** Reset the device or recover it using the advanced start-up feature.
- **Activation:** View the Windows activation information. You can change your Windows product key.
- **Find My Device:** Activate or deactivate the Find My Device feature. Access the Microsoft webpage to track and control your lost or stolen device.
- **For developers:** Change the development settings.

Extras

Change additional settings provided by Samsung.

On the Settings screen, tap **Extras** → **Galaxy Settings**.

- **Battery Life Extender:** Set the maximum battery charge level to extend the battery life.
- **AMOLED:** Change the screen mode and the screen brightness timer.
- **Pattern Log-in:** Set a pattern to use it as your screen lock method.
- **Legal information:** View the Samsung legal information, the open source licence announcement, and the safety information.
- **Network mode** (mobile network-enabled models): Select a network type.
- **User manual:** View help information to learn how to use the device and apps or configure important settings.
- **About device:** Access device information.

Setup tools

- **Help:** View the help information for the BIOS setup.
- **Default:** Restore the device to the default settings.
- **Restore:** Undo changes.
- **Save:** Save the changes and restart the device.
- **Exit:** Restart the device without saving the changes.

Setup menus

- **SysInfo:** View the basic specifications of the device.
- **Advanced:** Configure the advanced settings and perform the battery calibration.
- **Security:** Configure security functions.
- **Boot:** Configure boot-related settings.

Setting the boot password

Setting a password with the BIOS enhances protection against viruses and hacking attacks.

On the BIOS screen, tap **Security**.

The following password settings are available:

- **Supervisor Password:** This password is required when turning on the device or entering the BIOS screen. This password allows you to enter the BIOS screen as an administrator. You can change the BIOS settings.
- **User Password:** This password is required when turning on the device or entering the BIOS screen. This password allows you to enter the BIOS screen as a user. You cannot change the BIOS settings. The password will be deactivated automatically if the supervisor password is removed.
- **HDD Password:** This password is required to access the hard disk drive (HDD) from another computer. This password may not be supported depending on the model.



Do not forget your password or expose it to others.



- If you forget your supervisor password or HDD password, contact a Samsung Service Centre.
- If you forget your user password, you can remove it by removing the supervisor password.

Setting a boot password

To set a user password or an HDD password, you must set the supervisor password first.

- 1 Tap **Set Supervisor Password**, **Set User Password**, or **Set HDD Password**.
- 2 Enter a password and tap **Ok**.
The password can be up to 20 characters long.
- 3 Enter the password again and tap **Ok**.
- 4 Tap **Save** to save the password and restart the device.

Removing a password

- 1 Tap **Set Supervisor Password**, **Set User Password**, or **Set HDD Password**.
- 2 Enter the password and tap **Ok**.
- 3 Without entering any characters, tap **Ok** → **Ok**.
The password will be removed.

Boot priority

Change the boot priority from the BIOS setup.

- 1 On the BIOS screen, tap **Boot**.
- 2 Tap the drop-down menu and select an option.
- 3 Tap **Save** to save the setting and restart the device.

Smart Battery Calibration

If the battery is charged or discharged repeatedly over a short period, the actual battery power and the detected remaining battery power may be different. Performing a battery calibration will discharge the battery completely to ensure more accurate battery level detection.



The battery calculation will take three to five hours. The time may differ depending on the remaining battery level.

- 1 Fully charge the battery.
- 2 Disconnect the charger from the device.
- 3 On the BIOS screen, tap **Advanced**.
- 4 Tap **Smart Battery Calibration**.
The battery calibration will start and the battery will be discharged.
To stop the calibration, press the **Esc** key.

Appendix

Troubleshooting

Before contacting a Samsung Service Centre, please attempt the following solutions. Some situations may not apply to your device.

When you turn on your device or while you are using the device, it prompts you to enter one of the following codes:

- **Password:** When the device lock feature is enabled, you must enter the password you set for the device.
- **PIN:** When using the device for the first time or when the PIN requirement is enabled, you must enter the PIN supplied with the SIM or USIM card. You can disable this feature by using the Lock SIM card menu.
- **PUK:** Your SIM or USIM card is blocked, usually as a result of entering your PIN incorrectly several times. You must enter the PUK supplied by your service provider.
- **PIN2:** When you access a menu requiring the PIN2, you must enter the PIN2 supplied with the SIM or USIM card. For more information, contact your service provider.

Your device displays network or service error messages

- When you are in areas with weak signals or poor reception, you may lose reception. Move to another area and try again. While moving, error messages may appear repeatedly.
- You cannot access some options without a subscription. For more information, contact your service provider.

Your device does not turn on

When the battery is completely discharged, your device will not turn on. Fully charge the battery before turning on the device.

The touchscreen responds slowly or improperly

- If you attach a screen protector or optional accessories to the touchscreen, the touchscreen may not function properly.
- If you are wearing gloves, if your hands are not clean while touching the touchscreen, or if you tap the screen with sharp objects or your fingertips, the touchscreen may malfunction.
- The touchscreen may malfunction in humid conditions or when exposed to water.
- Restart your device to clear any temporary software bugs.
- Ensure that your device software is updated to the latest version.
- If the touchscreen is scratched or damaged, visit a Samsung Service Centre.

The device responds slowly

If you use the device without connecting the Keyboard Cover, the device's speed and performance may be affected. Use the device with the Keyboard Cover connected.

Your device freezes or has fatal errors

Try the following solutions. If the problem is still not resolved, contact a Samsung Service Centre.

Restarting the device

If your device freezes or hangs, you may need to close apps or turn off the device and turn it on again.

Forcing restart

If your device is frozen and unresponsive, press and hold the Power key for more than 10 seconds until the device turns off. Then, press and hold the Power key again to restart it.

Resetting the device

If the methods above do not solve your problem, perform a factory data reset.

On the taskbar, tap  → **All apps** → **Samsung** → **Samsung Recovery** → **Factory image** → **Recover** → **Recover** → **OK**. Before performing the factory data reset, remember to make backup copies of all important data stored in the device.

If Windows does not start, press the **F4** key several times immediately after you turn on your device, to launch **Samsung Recovery**.

The Internet is often disconnected

- Ensure that you are not blocking the device's internal antenna.
- When you are in areas with weak signals or poor reception, you may lose reception. You may have connectivity problems due to issues with the service provider's base station. Move to another area and try again.
- When using the device while moving, wireless network services may be disabled due to issues with the service provider's network.

The battery icon is empty

Your battery is low. Charge the battery.

The battery does not charge properly (For Samsung-approved chargers)

- Ensure that the charger is connected properly.
- Visit a Samsung Service Centre and have the battery replaced.

The battery depletes faster than when first purchased

- When you expose the device or the battery to very cold or very hot temperatures, the useful charge may be reduced.
- Battery consumption increases when you use messaging features or some apps, such as games or the Internet.
- The battery is consumable and the useful charge will get shorter over time.

Your device is hot to the touch

When you use apps that require more power or use apps on your device for an extended period of time, your device may feel hot to the touch. This is normal and should not affect your device's lifespan or performance.

If the device overheats or feels hot for a prolonged period, do not use it for a while. If the device continues to overheat, contact a Samsung Service Centre.

Photo quality is poorer than the preview

- The quality of your photos may vary, depending on the surroundings and the photography techniques you use.
- If you take photos in dark areas, at night, or indoors, image noise may occur or images may be out of focus.

Error messages appear when opening multimedia files

If you receive error messages or multimedia files do not play when you open them on your device, try the following:

- Free some memory by transferring files to an external storage device or deleting files from your device.
- Ensure that the music file is not Digital Rights Management (DRM)-protected. If the file is DRM-protected, ensure that you have the appropriate licence or key to play the file.
- Ensure that the file formats are supported by the device. If a file format is not supported, such as DivX or AC3, install an app that supports it. To confirm the file formats that your device supports, visit www.samsung.com.
- Your device supports photos and videos captured with the device. Photos and videos captured by other devices may not work properly.
- Your device supports multimedia files that are authorised by your network service provider or providers of additional services. Some content circulated on the Internet, such as ringtones, videos, or wallpapers, may not work properly.

Another Bluetooth device is not located

- Ensure that the Bluetooth wireless feature is activated on your device.
- Ensure that the Bluetooth wireless feature is activated on the device you wish to connect to.
- Ensure that your device and the other Bluetooth device are within the maximum Bluetooth range (10 m).

If the tips above do not solve the problem, contact a Samsung Service Centre.

Your device cannot find your current location

GPS signals may be obstructed in some locations, such as indoors. Set the device to use Wi-Fi to find your current location in these situations.

Data stored in the device has been lost

Always make backup copies of all important data stored in the device. Otherwise, you cannot restore data if it is corrupted or lost. Samsung is not responsible for the loss of data stored in the device.

The touchscreen does not turn on when you open the Keyboard Cover

Ensure that your device connects to the Keyboard Cover, and the device is in correct position using the stand of the Keyboard Cover. Refer to [Keyboard Cover](#) for more information.

A small gap appears around the outside of the device case

- This gap is a necessary manufacturing feature and some minor rocking or vibration of parts may occur.
- Over time, friction between parts may cause this gap to expand slightly.

Windows recovery function

If the **Samsung Recovery** app is not supported, reinstall Windows using the Windows recovery function.



Reinstalling Windows will erase all apps and data on the device. Back up important apps and data to an external storage device before reinstalling Windows.



After Windows is reinstalled, you can install the required Samsung apps. On the taskbar, tap  → **All apps** → **Samsung** → **Samsung Update**.

- 1 On the taskbar, tap  → **Settings** → **Update & security** → **Recovery**.
- 2 Tap **Get started**.
- 3 Tap **Keep my files** or **Remove everything**.

Removing the battery

- To remove the battery, you **must** visit an authorised service centre with the provided instructions.
- For your safety, you **must not attempt to remove** the battery. If the battery is not properly removed, it may lead to damage to the battery and device, cause personal injury, and/or result in the device being unsafe.
- Samsung does not accept liability for any damage or loss (whether in contract or tort, including negligence) which may arise from failure to precisely follow these warnings and instructions, other than death or personal injury caused by Samsung's negligence.

- 1 To soften the adhesive that holds the front panel to the main device, the device must be warmed to a controlled level using a dedicated temperature controlled chamber.
Attach a suction pad removal tool to the lower end of the front panel and while holding the device firmly, pull the front panel away from the bottom upwards.
- 2 Loosen and remove the screws at the location points and remove the chassis.
- 3 Disconnect the connectors.
- 4 Loosen and remove the screws from the battery and remove the battery.

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